|  |  |  |  |
| --- | --- | --- | --- |
| |  | | --- | |  | |  | |  | |
|  |
| Career Objective |
| I would like to work at challenging position in the area of my expertise where I can bring out my skill and abilities in conjunction with the opportunities & commensurate to the organization’s goals and objectives. To excel in challenging professional work atmospheres contributing and upgrading through my skill in the ever changing information technology, seeking a challenging career in design, Hardware, Software and Network technologies. |
| Personal Summary Over 10+ years hands on experience in maintaining Infrastructure (Servers, Data & Voice cabling, Data Switches, Wireless Access Points, Access point Controllers, Routers, Firewall, Internet Lines, PCs, Laptops, Tablet PCs, Printers, Peripherals, Multimedia Projectors, Interactive Whiteboards, Video Conferencing System, Digital Signage, AV equipment etc.) , Microsoft Server Operating Systems, Server Security and Server based applications, include Windows NT/2000/2003 (Advanced/Enterprise), Antivirus for Servers, File Server, and Database. Maintaining IT/ Technology - Hardware & Networking, Data Center/ Manage Infrastructure Services. Extensive knowledge in Hardware Engineering and attended various training and technical work shop conducted by the company and our client. |
| * Expert in system installation, configuration, administration, and integration * Expert in system hardware assembling and maintenance * Analytical and technical expertise * Expert in network operations * Creative, curious, analytical, and detail-oriented |
| * Interactive ability and target centric. |

#### Professional Qualifications

* MS (Master Degree in Information Technology) - Passed in First Division, Manipal Academy of Higher Education Deemed University - July 2003
* DHN (Diploma in Hardware Networking) – Passed in Second Division from Government of India Small Scale Industries Service Institute – 2005
* Bachelors Degree from Sri Krishna Devaraya University – Apr 1999

#### Personal Profile

**DOB**: 15/03/1975

**Nationality**: Indian

#### Strength

* Ready to learn and apply new ideas
* Good Communication skills
* Ability to work under pressure, meet deadlines and make on spot decisions
* Highly self-motivated, ambitious, enthusiastic and dedicated to attain perfection at work.

#### Technical Skills

* Operating Systems: Windows9X, Windows2000, Windows ME, Windows XP, Windows Vista, Linux, UNIX, MS DOS.
* Hardware testing Tools: Multi meter, cable tester, Card tester, soldering de-soldering.
* Application software Photoshop, Adobe reader, WinRAR, DVD Convertor, Nero.
* Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express.
* Assembling and reassembling of computer peripherals

#### Hardware Skills

* Hardware testing Tools: Multi meter, cable tester, Card tester, Soldering de-soldering
* Application software Photoshop, Adobe reader, WinRAR, DVD Convertor, Nero
* Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express
* Networking Planning/ Installation and Troubleshooting.
* Assembling and reassembling of computer peripherals
* Implementing, Deploying LAN, WAN and troubleshooting the LAN, WAN network problems;
* Trouble shooting the networking related problems
* Troubleshooting & maintenance of PCs
* Fault finding & trouble shooting of Monitor, SMPS, and Mother Board
* Installation of various software
* Installation of device drivers & hardware components
* Configuration of Printer, Modem, Scanner.

#### Networking Skills

* Setting of small & medium sized networks with bus & star topology
* Cabling & crimping for systems, hubs, switches
* OSI Layers and IEEE 802 standards
* Network devices Repeater, Hub, and Switches etc.
* Topologies, Media Access methods
* TCP/IP services, IP addressing.
* DHCP, DNS, WINS, IIS etc. installation & configuration
* ISDN, PSTN, security, Internet connection & sharing
* Cabling, Servers, PCs, Laptops, CCTV and EPABX systems.

#### Platforms

IBMP Comm. Networking, Windows2003 Server / Active Directory, Command Workstation, Lan Desk, VNC, DHCP, TCP/IP, VPN, DNS, Win95-XP Platform, Hardware Platforms, FTP setup, IBM, Dell, HP, Compaq.

#### Software

Microsoft Windows operating systems from Vista , Microsoft Office, HP Insight Systems Manager, Citrix, Altiris deployment Console/PC health, Symantec Ghost Imaging, Remedy Call Management System, PC Anywhere, Norton Antivirus, MacAfee Antivirus, Anti spyware, HP Web jet Admin, Mark Vision, Server Technology, HP Open view and Secure Sync.

#### Operating System

Installation of Operating Systems Win98, DOS, Win XP, Win NT, Win 2000 professional, Win 2003, Windows 7, Windows Vista, Windows 7, Windows 8 Linux and UNIX

#### NITYA Solutions Inc., Hyderabad Mar 2005 to – Till Date

NITYA Software Solutions, Inc. provides software solutions and consulting services to clients in manufacturing and service industries. It provides Hardware maintenance and network solutions, Oracle Applications Practice, Mobile Solutions, and Web Solutions.

**Role:** Computer Hardware Support & Network Engineer

* Assembling new personal computers and service it
* Providing Desktop support to more than 200 pcs, Prepared new personal computers for deployment, including the unpacking, installation of the operating system, installation of applications and clients as per the user requirements, settings of operating system, user profiles and configurations
* Hardware assembling of Intel Celeron, P IV, Cyrix, Dual Core, Core 2 Duo, Quad Core i3 i5 i7 and AMD systems
* Installations and maintenance of peripherals like CD drive, DVD drive, CD Writers, Modems, Printers, Scanners and Web Camera, Projectors
* Installation of Operating systems liked Windows 95/98, Win2000, Win XP, Linux versions
* Install all Microsoft applications, Accounting software, Antivirus and other utilities
* Installation, configuration of Network Printers, Configure Wireless Networks, Configure Routers. Onsite installation of new PCs and locally attached peripherals such as printers, projectors, image scanners. The installation includes site readiness inspection to verify availability of proper desktop, power outlets, and network outlets.
* Involved in Local Area Network installation, configuration; Create and maintain computer networks. Troubleshooting and maintained hardware and software for PCs and Peripherals.
* Formatting and Installation, Windows recovery, Configuration and repairing electronic equipment, handling network and telephone related queries, structured cabling and network
* Network activation, server mounding, server dismantling, patch panel termination, module faceplate fixing and switch installation
* Worked on computer Hardware installation, trouble shooting, servicing ,and maintenance; Upgraded PC hardware as required such as increase of memory or hard disk size
* Handling Software installation, Trouble shooting, and maintenance;
* Installation of additional applications as per users requirements such as Business applications, and other desktop software such as Microsoft Office, Installed MS Office Suite, Configure Microsoft Outlook 2000, 2003, 2007, 2010 and Adobe Acrobat professional
* Install and configure DHCP and DNS, configure DYNDNS Service
* Accomplish the job of data recovery and system administration, maintained data storage devices, Defray the hard drives on computer functioning too slow
* Troubleshooting for PCs and peripherals like Multimedia problems, memory problems, secondary storage problems using diagnosis software's and removal of Viruses
* Repaired a range of peripherals, including input devices like keyboards, mice, and scanners.
* Looked after the networking hardware, including routers, switches, fiber optics, and wireless networks.
* Configure and troubleshoot e-mail accounts in MS outlook
* Ensure all software and antivirus are licensed, Updated, Patched
* Minimize systems down time and maintain updated backup to enhance the availability and reliability of operations
* Installed, configured and maintained servers, PCs, peripherals, IT tools/equipment, packaged software, antivirus software, configured packaged software and applications utilities, software tools and software patches.
* Installed, administered and upgraded the computer network infrastructure. Relocated PCs and Peripherals as required by end-users.
* Troubleshoot problems arising from hardware, software, application systems, network infrastructure virus and security related attacks; defrag the hard drives on computers functioning too slowly.
* Responded to queries on the status of the problem or service request. Arranged to install, configure, move, add, and Change of IP Telephone sets, fax and internet connections for EO offices and Facilities based on approved requests.
* Setup user accounts and profiles for users, Communicate with users in assessing their ongoing needs, recommend best practices/effective solutions, and implement these to produce the desired results
* Configuration of all networking components Router, Range Extenders, Switch and Firewall for improving the network security and restrict the users according to the management policies.
* Sorting out network connection and network related issues and setting up new networks when required.
* Active Directory Management, Server Administration.
* Having knowledge in Exchange Server, VPN & Firewalls, Manage, configure & troubleshoot various kinds of routers
* Having knowledge in Wireless devices, Configuration and management of video conference
* Setup and ensured the strict compliance of procedures related to daily backup and other periodic routines - Software patches, data transfers/ interchange, export/ import and restoration from backups when required
* Trained users in the appropriate use of hardware, network, Intranet, internet, standard software packages and software tools
* Maintaining daily call log reports, recorded all inventory and configuration items related to new projects in the configuration management database.
* Provide support for IP telephony to the end-users; troubleshooting, configuration changes, queries
* Using Operating systems MSDOS, Windows 95/98, Windows 2000 Professional, Windows XP Professional, Install, Upgrade and Maintain Windows Server 2008 /2012, Server, Windows Vista, Windows 7, Windows 8 and MS-Office packages
* Planning of IT infrastructure, inventory forecast
* Communicating with Software and Hardware vendors when major issues arise with vendor products, Attending customer queries for specific problems through phone and remote tools like net meetings
* Installation, configuration, and managing Active Directory, setup domain controller, Users and Groups, Resetting user passwords whenever required, Installing and Managing DHCP server, DNS server, VPN and Hyper V
* Support access control, PBX system and CCTV
* Submit daily report to Managing Director

**First Name of Application CV No:** **1656816**

Whatsapp Mobile: +971504753686

